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**CENTRAL REGION COUNCIL ON WORKFORCE SERVICES**  
**Monthly Meeting Minutes**  
**Thursday, November 18, 2004**  
**9:00 a.m.**

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Presiding: Greg Diven, Chair

Present: Charles Daud, Linda Fife, Norm Fitzgerald, Rep. Brent Goodfellow, Bev Graham, Todd Henriksen, John Hill, Paul Jackson, Nancy Malecker (new member), Jill Merritt, Carol Mossberg (for Stephen Ronnenkamp), Jon Pierpont, Noreen Roeca (for Russ Thelin), Kevin Schofield, Karen Silver, Dean Walker, Megan Wiesen, Commissioner Gene White, Ali Wilkinson, Edie Fauver - volunteer

Absent: Allan Ayoub, Louie Silveira, Melva Sine

Excused: Councilman Jim Bradley, Jane Reister Conard, Douglas Johnston, Stephen Ronnenkamp, Steven Rosenberg, Kerry Steadman

Guests: Kevin Miller - Youth Council

Staff: Karla Aguirre, Sandra Allen, Bill Bridge, Leno Franco, Steve Leyba, Diane Lovell, Mary Peterson

**Call to Order & Announcements**

Chairman Greg Diven called the meeting to order at 9:00 a.m. Mr. Diven began the meeting by expressing his thanks to Diane Lovell for her assistance in preparing for the Legislative Forum. He noted that the Legislative Forum was a success and that he was pleased with the turnout.

Mr. Diven then referred to the Council's meeting calendar under Tab 1. He made special reference to the next Executive Committee Meeting, which has been moved up one week to December 2, 2004. The next formal Regional Council Meeting will be held December 16, 2004 and the first Executive Committee Meeting in January will be held on January 6, 2005 due to the State Council Meeting on January 13, 2005.

Mr. Diven encouraged all to attend the Diversity Training scheduled on December 1, 2004.

Mr. Diven then introduced Bill Bridge, Metro Employment Center Manager.

Mr. Bridge welcomed everyone to the Metro Center and invited Council members to tour the Center after the meeting. Mr. Bridge then shared information regarding the DWS workforce systems development project with the country of Jordan. He indicated that he and other DWS staff were charged with getting the Jordan Employment Center up and running. They trained Jordanian staff on service delivery and helped develop a one-year strategic plan and operational plan. Mr. Bridge felt the trip was successful and informative to all involved.

**Consent Agenda**

Approval of the minutes for the Regional Council meeting on September 23, 2004 and two Executive Committee meetings - October 14, 2004 and November 4, 2004 were needed. The minutes of the September 23<sup>rd</sup> meeting were presented in draft form and did not include the makers of two motions listed on pages 3 and 4 of Council packets. Diane Lovell asked the Council members if they could recall who made the two motions so that the minutes could be corrected and appropriately filed in the Council Record. The names in question, to be reflected in the minute record, are underlined as follows:

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A motion was made by Doug Johnston to approve two training providers - Millennium Trucking and CCCNA. Dean Walker seconded the motion. Karen Silver opposed. Todd Henriksen abstained. All others voted "Aye". The motion passed. Concerns regarding the low wage rates for CNAs were noted.

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A motion was made by Alan Ayoub to support the proposed legislation on Suta dumping. A verbal "second" was offered but the member's name is unknown. The motion carried.

Jill Merritt indicated that she was present at the October 14<sup>th</sup> Executive Committee Meeting. The minutes will be corrected to reflect her attendance.

**The motion to approve the 3 sets of minutes with the above noted changes was made by Commissioner Gene White and seconded by Norm Fitzgerald. All voted "Aye". The motion passed.**

### Regional Director's Report & Presentation

Mr. Pierpont began the DWS Annual Review Presentation by citing the Mission and Code of Ethics for the Department of Workforce Services.

Mr. Pierpont then walked the Council through the steps a customer experiences and services offered at the DWS Employment Centers. He also shared information on funding, turnover and workload.

Mr. Pierpont indicated there has been a steady increase in the case management workload and Central Region is at an all time high. The eligibility workload has increased approximately 40%, with a recent average of 4,500 new applications each month. Jon reported that a reasonable caseload is 185 to 190 cases; however, with the increasing applications for service, the Employment Specialists are currently averaging 230 cases each. The increased demand for services, absent a corresponding increase in staff, impairs the Department's ability to maintain timeliness and good quality customer service.

Mr. Pierpont went on to say that a committee has been formed to assess current and future staff needs and to make recommendations for personnel shifts - should the need arise. The committee's findings and recommendations should be available by the end of the month.

Mr. Pierpont noted that during the past year, significant improvements have been made regarding food stamp accuracy. Currently, Utah is rated 5<sup>th</sup> in the nation regarding error rates, whereas three years ago, Utah was in the bottom tier. Mr. Pierpont reported that if the department continues to remain in the top 7, Utah will be eligible to receive bonus funding for benefit accuracy.

Mr. Pierpont noted that Central Region has built a viable customer training program and improvements will continue.

Mr. Pierpont went on identify community partnerships that have been formed. Highlighted was the DWS partnership with DCFS and the YWCA. This partnership was formed to better address the needs of abused women and children.

Paul Jackson noted the significant progress that Jon Pierpont and his staff have made over the past year. He asked Mr. Pierpont to share congratulations from the Council with his staff for their accomplishments.

### **Letters of Support for Jon Pierpont & Raylene Ireland**

Greg Diven referred Council members to copies of the letters of support for Jon Pierpont and Raylene Ireland under Tab 3. The letters indicate the Council's support of Jon and Raylene and recommends they be retained in their current positions.

Mr. Diven also shared a letter from Kevin Miller of Salt Lake Community College and a letter from Dave Butterfield of New Horizons. Both letters reflected appreciation for and support of Jon Pierpont's leadership. Copies of these letters were sent, along with the Council's support letters, to Governor-elect Huntsman.

Megan Weisen also expressed her appreciation for Jon Pierpont and his leadership. Greg Diven concluded that overall there have been refreshing and positive changes at DWS since Jon Pierpont became the Regional Director.

### **Request for Letter of Support - SLCC Brownfields Minority Work Training (BMWT) Program**

A request for a letter of support for the SLCC BMWT Program was reviewed and endorsed by the Executive Committee on November 4, 2004. Chairman Diven directed the Council's attention to a "draft" letter of support included in the meeting packets.

**Karen Silver moved the Council approve the letter of support for the BMWT as drafted. John Hill seconded the motion. All voted "Aye". The motion passed.**

### **New Member Nomination**

Greg Diven introduced Nancy Malecker, UTA Human Resources Manager, who submitted an application to fill the large business vacancy on the Council. On November 4<sup>th</sup>, the Executive Committee endorsed her application for Council membership.

**Brent Goodfellow moved that Nancy Malecker's application for membership be approved. Paul Jackson seconded the motion. All voted "Aye" and the motion carried.**

### **Committee Reports**

**Basic Needs** - Karen Silver and Edie Fauver reported on the UTA Board meeting. Ms. Fauver indicated the issues were presented and were well received. A follow-up letter will be sent from Jon Pierpont indicating the need for the bus stop at the West Valley Employment Center location and asking UTA for their support.

Linda Fife indicated she has been meeting with members from the Hispanic community who shared their strong concerns regarding the need for this bus stop. Ms. Fife indicated that letters of support can be obtained from the Hispanic community if necessary. Paul Jackson asked how we could link in the support of this group. Nancy Malecker indicated she would speak to Dave Huber regarding the information from Ms. Fife.

Ms. Malecker also informed Council that there is no route for this area and that possibly a route may be added sometime in 2005. Changes to the bus routes are only made three times a year - in April, August and November.

Brent Goodfellow suggested that it might be helpful to get condominium owners in the area to sign a petition asking for a route along 5600 West.

Jon Pierpont passed out a packet of information that was given to UTA Board members. The packet contained copies of letters from various businesses and other organizations (including DWS) and pictures reflecting the hazardous conditions along 5600 West.

Karen Silver reported that it had been brought to her attention that some community members have been told that the DWS information (need help) cards were issued as a "pilot" and that additional copies have not been printed. She had understood that more copies would be printed along with a Spanish version. Jon Pierpont agreed to follow up on this matter.

Marketing - Jill Merritt noted that the Council's 2005 Annual Retreat will be held on April 7, 2005. Ms. Merritt asked for endorsement of the proposed topic "Focusing on the difference in temperaments and how we can work together with our differences". Carol Voorhees is the recommended speaker. Greg Diven felt that the topic was good and one appropriate for the Council to pursue.

Paul Jackson asked if a follow-up to the process from last year's retreat regarding the strategic goals could be part of this retreat. Jill Merritt agreed to include the follow-up as part of this year's agenda.

Facilities - Leno Franco indicated that contract negotiations for the Eligibility Center and the Downtown Employment Center are underway.

Training & Development - **Dean Walker referred to the application from Francois D. Hair Design Academy and requested Council approval. Todd Henriksen made a motion for approval. It was seconded by Jill Merritt.** Before a vote was taken Karen Silver noted concerns about commission earnings and potentially low wages. The Council discussed this issue at length and determined that cosmetology had the potential to provide customers with an opportunity for financial growth.

Greg Diven asked whether there was a formal process in place to survey providers. He asked Dean Walker to implement a "report card" process for vendors.

**The vote was then taken and all voted "Aye". The motion passed.**

Karen Silver asked that something be put in place for follow-up on wages to help with future consideration of training providers. Diane Lovell thanked Karen for her suggestion and noted that: a) Wage rates are part of the review criteria and the DWS-approved average wage is \$9.00 per hour; and, b) the department's policy is that if the Department of Rehabilitation has already investigated and approved a provider, then the provider need only submit a one-page application for Regional Council review and approval.

Youth Council - Paul Jackson noted the October 25, 2004 Youth Council Meeting and acknowledged Ali Wilkinson as the Youth Council Co-Chair. On September 29th a YES Program Graduation was held and 69 youth received their GED or another certificate of completion. Mr. Jackson expressed how pleased he was for this accomplishment due to the types of circumstances many of the youth are under when they enroll

Greg Diven thanked each committee for their hard work and asked that committee goals and action plans be completed as soon as possible.

### **Executive Roundtable**

Greg Diven reported on the status of the Executive Roundtable. As a result of the last Manufacturing Roundtable, Jon Pierpont and DWS have moved ahead to address the need for more basic skills training. DWS is coordinating the development of a Work Readiness - Basic Skills curriculum for job applicants who lack "job keeping" soft skills. A seminar is scheduled tomorrow (November 19<sup>th</sup>) with employers from North, Mountainland and Central Regions to begin the development of a workplace basic skills curriculum using the *DACUM* process.

An Executive Roundtable Committee Meeting was scheduled immediately after the Council meeting to continue planning the January Manufacturing Roundtable - second session.

### **Old Business**

There was no old business to report.

### **New Business**

There was no new business to report.

The meeting was adjourned at 10:25 a.m.